

**California Department of Human Resources
Memorandum**

TO: Personnel Management Liaisons (PML)

| | |
|---|--------------------------------------|
| SUBJECT: Dymally-Alatorre Bilingual Services Act - Amendments | REFERENCE NUMBER: 2014-052 |
| DATE ISSUED: 12/30/14 | SUPERSEDES: |

This memorandum should be forwarded to:

**Personnel Officers
Equal Employment Opportunity Officers
Language Survey Coordinators**

FROM: California Department of Human Resources
Office of Civil Rights

CONTACT: Office of Civil Rights
(916) 324-0970 (Voice)
California Relay Service, 7-1-1
Fax: (916) 327-2349
Email: bilingual@calhr.ca.gov

The purpose of this memorandum is to inform agencies of recent amendments to the Dymally-Alatorre Bilingual Services Act (Act), Government Code section 7290 et seq.

The Act was passed in 1973 to "provide for effective communication between all levels of government in this state and the people of this state who are precluded from utilizing public services because of language barriers." Toward this end, the Act requires agencies to provide information and services in the languages of the non-English-speaking persons the agency serves. Agencies are required to conduct a biennial language survey, identify their bilingual program processes and procedures, and report their findings to the California Department of Human Resources (CalHR) by October 1 of every even-numbered year. If an agency's language survey identifies any deficiencies in meeting the requirements of the Act, the agency must identify an action plan to correct these deficiencies and report its progress to CalHR every odd-numbered year. CalHR compiles the information collected from the language surveys and implementation plans in a report for the Legislature.

Every year, CalHR notifies agencies of their obligations under the Act. CalHR grants exemptions from the language surveys and implementation plan processes to agencies that meet specific criteria required by the Act.

Effective January 1, 2015, Assembly Bill 2253 (Ting), Chapter 459, Statutes of 2014, amended the Act as follows:

- The Act was expanded and now requires agencies to make written materials or translation aids available in offices that perform statewide functions, as well as in offices that serve local communities.
- The Act requires agencies to make the complaint forms and processes for submitting complaints alleging violations of the Act accessible on the agency's homepage by July 1, 2015.
- The Act requires agencies provide CalHR with a detailed description of the language access complaints the agency receives.

For questions regarding this memorandum or regarding your agency's responsibilities to comply with these new requirements, please contact the Office of Civil Rights, Bilingual Services Program at bilingual@calhr.ca.gov or (916) 324-0970 or California Relay Service, 7-1-1.

/s/Martha Chavez

Martha Chavez, Program Chief
Office of Civil Rights